

What is claimed is:

1. A telephone network-based system for automatic insertion of web-enhanced contact data in a personal address book associated with a user, wherein the user has access to an electronic communications network, said system comprising:

5 a first application unit to host a telephone network-based system;
a second application unit programmed to present the user with contact data obtained via the electronic network, thereby assisting the user in selecting at least a portion of said contact data for entry into the personal address book, said second application unit comprising:

10 a voice response unit to route a user-initiated call into said system, to said second application unit;

15 a recognition server comprising an automatic speech recognizer for conversion to text form of a verbalized form of at least one new contact name forming part of said user-initiated call;

20 a storage unit, which stores at least one textual directory for loading into said recognition server;

25 a comparison unit for comparing said converted text form with a text entry in said at least one textual directory; and

 a textual directory unit for searching the electronic network to locate said contact data based on said converted telephone number form of said telephone number, such that said selected contact data is inserted in the personal address book associated with the user.

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2. A system according to claim 1, wherein said application unit, said voice response unit, said recognition unit and said persistence storage unit are each hosted on different physical units.

30 3. A system according to claim 1, wherein said application unit, said voice response unit, said recognition unit and said persistence storage unit are hosted on the same physical unit.

4. A system according to claim 1, wherein two of the group comprising said application unit, said voice response unit, said recognition unit and said persistence storage unit are hosted on different physical units.

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5. A system according to claim 1, wherein three of the group comprising said application unit, said voice response unit, said recognition unit and said persistence storage unit are hosted on different physical units.

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6. A system according to claim 1, and further comprising a firewall.

7. A system according to claim 1, wherein said application unit loads said at least one textual directory for transfer to said storage unit.

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8. A system according to claim 1, wherein said telephone network is comprised of at least one element each from the group including E1 components, T1 components, voice over Internet protocol components and any other telephony connection.

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9. A method for adding data for a new contact from at least one textual directory to a personal address book (PAB) of a telephone network user, wherein the call via the telephone of the user is coupled to an electronic network via an applications system comprising an automatic speech recognizer (ASR) and a storage unit, said method comprising:

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recording the pronunciation of the name of the new contact by the user over the user's telephone;

obtaining the telephone number of the new contact;

searching said at least one textual directory for at least one telephone number matching the telephone number of said contact;

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obtaining at least one name associated with each of at least one matching telephone number;

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loading said ASR with said at least one associated name;
determining using ASR whether said at least one associated name matches
said pronounced name; and
entering said matching name and textual data associated with said matching
name into said PAB.

5 10. A method according to claim 9, wherein said recording of the
pronunciation comprises recording of the name and the number of the new contact.

10 11. A method according to claim 10, wherein said obtaining is from said
recording of said pronunciation of said number.

15 12. A method according to claim 9, further comprising calling into the system,
wherein said calling is performed by said user.

16 13. A method according to claim 9, further comprising routing of said call to
the system by a voice response unit.

20 14. A method according to claim 9, wherein said obtaining is from a Web-
based device coupled to the system, wherein said coupling is to a recognition server
via an application unit.

25 15. A method according to claim 9, wherein said obtaining is from a Web-
based device wherein said number is vocalized.

16. A method according to claim 9, further comprising converting of said
name and telephone number from speech to text form by said recognition server.

30 17. A method according to claim 9, further comprising loading a textual
directory by said application unit from a persistence storage unit coupled to the
system, to said recognition server.

18. A method according to claim 9, further comprising training said ASR based on said associated textual data.

5 19. A method according to claim 9, further comprising asking said user to approve said associated name.

20. A method according to claim 9, and comprising asking said user to approve said associated textual data.

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21. A method according to claim 9, wherein the source of said at least one textual directory is the Internet.

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22. A method according to claim 9, wherein the source of said at least one textual directory is an intranet.

23. A method according to claim 9, wherein the source of said at least one textual directory is a directory server.

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24. A method according to claim 9, wherein the source of said at least one textual directory is a file.

25. A method according to claim 9, wherein the source of said at least one textual directory is a virtual memory source.

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26. A method according to claim 9, wherein the source of said at least one textual directory is a management system.

27. A method according to claim 9, wherein said name pronunciation recording is a transcription transferred by said system from said storage unit to said ASR.

5 28. A method according to claim 9, wherein the user is prompted to choose from at least two versions of said at least one matching name found.

29. A method of storing information related to a new contact to an address book, said method comprising:

- 10 (a) recording a first identifying information of the new contact;
- (b) obtaining second identifying information, different than the first identifying information, corresponding to the new contact;
- (c) using the second identifying information and the recorded first identifying information to select an entry in a directory; and
- 15 (d) storing the selected entry in the address book.

30. The method defined in Claim 29, wherein said first identifying information is a pronunciation of the new contact's name.

20 31. The method defined in Claim 30, wherein said using the recorded pronunciation to select the entry comprises supplying the recorded pronunciation and the selected entry to a speech recognizer.

32. The method defined in Claim 29, wherein said first identifying information is a telephone number of the new contact.

33. The method defined in Claim 31, wherein a text name from each of a plurality of entries in the directory is supplied to the speech recognizer.

34. The method defined in Claim 33, wherein the selected entry is selected based on a match between the recorded pronunciation and the text name in the selected entry.

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35. The method defined in Claim 29, further comprising:
verifying that the stored selected entry in said address book accurately identifies the new contact.

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36. A method of adding contact information related to a new contact to a personal address book comprising:

(a) recording a pronunciation of first identifying information corresponding to the new contact;

(b) obtaining second identifying information, different than the first identifying information, corresponding to the new contact;

(c) using the second identifying information and the recorded pronunciation of the first identifying information to select an entry in a directory; and

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(d) copying contact information from the selected directory entry to the personal address book.

37. The method defined in Claim 36, wherein said using the recorded pronunciation to select an entry comprises supplying the recorded pronunciation and the text name to a speech recognizer.

10 38. The method defined in Claim 37, wherein a text name from each of a plurality of entries in the directory is supplied to the speech recognizer.

15 39. The method defined in Claim 35, wherein the selected entry is selected based on a match between the recorded pronunciation and the text name in the selected entry.

40. The method defined in Claim 35, further comprising:
verifying that the stored text name in said personal address book accurately identifies the new contact.

20 41. The method defined in Claim 35, wherein the first identifying information comprises the new contact's name.

42. The method defined in Claim 35, wherein the second identifying information comprises at least a portion of the new contact's telephone number.
43. The method defined in Claim 35, wherein the contact information comprises a textual representation of the new contact's name.